

1. A method for providing an identification of a calling party to a called party for calls being handled at a call center, said method comprising the steps of:

receiving a first call set-up message in a switching system to set-up an incoming call to a terminal in said call center;

extending said incoming call from said switching system to said terminal;

receiving a set-up request in said switching system from said terminal to set-up an outgoing call to said called party;

generating a second call set-up message including said identification of said calling party; and

transmitting said second call set-up message to said called party.

2. The method of claim 1 further comprising the steps of:

transmitting a first identification request from said switching system for said identification of said calling party; and

receiving a first identification response to said first identification request including said identification of said calling party in said switching system.

3. The method of claim 2 further comprising the step of:

receiving said first identification request for said identification of said calling party in said terminal; and

transmitting said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request.

4. The method of claim 2 further comprising the steps of:

receiving said first identification request for said identification of said calling party in a call controller; and

transmitting said first identification response including said identification of said calling party from said call controller to said switching system in response to receiving said first identification request.

5. The method of claim 4 further comprising the step of:
transmitting a second identification request for said identification of said calling party from said call controller to said terminal responsive to receiving said first identification request from said switching system.

6. The method of claim 5 further comprising the step of:
receiving a second identification response including said identification of said calling party in said call controller from said terminal.

7. The method of claim 5 further comprising the steps of:
receiving said second identification request from said call controller in said terminal;
A14 generating a second identification response; and
transmitting said second identification response to said call controller.

8. The method of claim 1 further comprising the steps of:
transmitting an available terminal request from said switching system to said call center for an available terminal to handle said incoming call; and
receiving an available terminal response in said switching system from said call center.

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10. The method of claim 9 further comprising the steps of:
receiving an identification of said called party of said outgoing call in said terminal;
and
transmitting said second call set-up message to said switching system responsive to receiving said identification of said called party.

11. A call center that provides a called party with an identification of a calling party for telephone communications that are relayed through said call center comprising:

a switching system;

a terminal connected to said switching system;

a processing unit in said switching system;

first instructions for directing said processing unit in said switching system to:

receive a first call set-up message requesting an incoming call be extended to a terminal in said call center,

extend said incoming call to said terminal,

receive a set-up request from said terminal to set-up an outgoing call to said called party,

generate a second call set-up message including said identification of said calling party, and

transmit said second call set-up message to said called party; and

a media readable by said processing unit in said switching system that stores said first instructions.

12. The call center of claim 11 wherein said first instructions for directing said processing unit in said switching system comprise:

first instructions for directing said processing unit in said switching system to:

transmit a first identification request for said identification of said calling party; and

receive a first identification response to said first identification request including said identification of said calling party.

13. The call center of claim 12 further comprising:

a processing unit in said terminal;

second instructions for directing said processing unit in said terminal to:

receive said first identification request for said identification of said calling party;

transmit said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request; and

a storage media that is readable by said processing unit in said terminal for storing said second instructions.

14. The call center of claim 12 further comprising:

a call controller connected to said switching system and said terminal;

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a processing unit in said call controller;

third instructions for directing said processing unit in said call controller to:

receive said first identification request for said identification of said calling party; and

transmit said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request; and

a storage media readable by said processing unit in said call controller for storing said third instructions.

15. The call center of claim 14 wherein said third instructions for directing said processing unit in said call controller further comprise:

third instructions for directing said processing unit in said call controller to:

transmit a second identification request for said identification of said calling party to said terminal responsive to receiving said first identification request from said switching system.

16. The call center of claim 15 wherein said third instructions for directing said call controller further comprise:

third instructions for directing said processing unit in said call controller to:

receive a second identification response including said identification of said calling party from said terminal.

17. The call center of claim 15 further comprising:

a processing unit in said terminal;

second instructions for directing said processing unit in said terminal to:

receive said second request from said call controller;

generate a second identification response; and

transmit said second identification response to said call controller; and

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a storage media that is readable by said processing unit in said terminal for storing said second instructions.

18. The call center of claim 11 wherein said first instructions for directing said processing unit in said switching system further comprise:

first instructions for directing said processing in said switching system to:

transmit an available terminal request from to said call center for an available terminal to handle said incoming call; and

receive an available terminal response from said call center.

19. The call center of claim 11 further comprising:

a processing unit in said terminal;

second instructions for directing said processing unit in said terminal to:

receive said incoming call; and

a storage media that is readable by said processing unit in said terminal for storing said second instructions.

20. The call center of claim 19 wherein said second instructions for directing said processing unit in said terminal further comprise:

second instructions for directing said processing unit in said terminal to:

receive an identification of said called party of said outgoing call; and

transmit said second call set-up message to said switching system responsive to receiving said identification of said called party.

21. A switching system in a call center providing relay services between a calling party and a called party that provides an identification of said calling party in call set-up messages transmitted to said called party responsive to said calling party calling said called party through said call center, said switching system comprising:

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a processing unit;

instructions for directing said processing unit to:

receive a first call set-up message requesting an incoming call be extended to a terminal in said call center,

extend said incoming call to said terminal,

receive a set-up request from said terminal to set-up an outgoing call to said called party,

generate a second call set-up message including said identification of said calling party, and

transmit said second call set-up message to said called party; and

a media readable by said processing unit in said switching system that stores said instructions.

22. The switching system of claim 21 wherein said instructions for directing said processing unit in said switching system comprise:

instructions for directing said processing unit in said switching system to:

transmit a first identification request for said identification of said calling party; and

receive a first identification response to said first identification request including said identification of said calling party.

23. The switching system of claim 22 wherein said first identification request is transmitted to said terminal.

24. The switching system of claim 22 wherein said first identification request is transmitted to a call controller.

25. The switching system of claim 21 wherein said instructions for directing said processing unit in said switching system further comprise:

instructions for directing said processing unit to:

transmit an available terminal request from to said call center for an available terminal to handle said incoming call; and

receive an available terminal response from said call center.

26. A method of operating a switching system for providing relay services between a calling party and a called party that provides an identification of said calling party in call set-up messages transmitted to said called party responsive to said calling party calling said called party through a call center, said method comprising the steps of:

receiving a first call set-up message to set-up an incoming call to a terminal in said call center;

extending said incoming to said terminal;

receiving a set-up request from said terminal to set-up an outgoing call to said called party;

generating a second call set-up message including said identification of said calling party; and

transmitting said second call set-up message to said called party.

A14 27. The method of claim 26 further comprising the steps of:

transmitting a first identification request for said identification of said calling party; and

receiving a first identification response to said first identification request including said identification of said calling party.

28. The method of claim 27 wherein said first identification request is transmitted to said terminal.

29. The method of claim 27 wherein said first identification request is transmitted to a call controller.

30. The method of claim 26 further comprising the steps of:

transmitting an available terminal request to said call center for an available terminal to handle said incoming call; and

receiving an available terminal response from said call center.

31. A terminal in a call center that provides an identification of a calling party to a called party for relay services provided by said call center, said terminal comprising:
a processing unit;
instructions for directing said processing unit to:
 receive an incoming call,
 receive an identification of said called party for an outgoing call,
 transmit a call set-up message to a switching system responsive to receiving said identification of said called party, and
 transmit an identification response including said identification of said calling party to said switching system; and
a media readable by said processing unit to store said instructions.

A14 32. The terminal of claim 31 wherein said instructions to transmit said identification response comprise:

 instructions for directing said processing unit in said terminal to:
 receive an identification request for said identification of said calling party from said switching system; and
 transmit said identification response including said identification of said calling party to said switching system in response to receiving said identification request.

33. The terminal of claim 31 wherein said instructions for directing said processing unit in said terminal comprise:

 instructions for directing said processing unit in said terminal to:
 receive an identification request for said identification of said calling party from a call controller; and
 transmit said identification response including said identification of said calling party to said call controller in response to receiving said identification request.

34. A method for operating a terminal in a call center that provides an identification of a calling party to a called party for relay services provided by said call center, said method comprising the steps of:

receiving an incoming call;
receiving an identification of said called party for an outgoing call in said terminal;
transmitting a call set-up message to a switching system responsive to receiving said identification of said called party; and
transmitting an identification response including said identification of said calling party to said switching system.

A114 35. The method of claim 34 further comprising the steps of:
receiving an identification request for said identification of said calling party from said switching system; and

transmitting said identification response including said identification of said calling party to said switching system in response to receiving said identification request.

36. The method of claim 34 further comprising the steps of:
receive an identification request for said identification of said calling party from a call controller; and

transmit said identification response including said identification of said calling party to said call controller in response to receiving said identification request.

37. A call controller for a call center that provides an identification of a calling party to a called party of outgoing telephone calls in a relay service, said call controller comprising:

a processing unit;

instructions for directing said processing unit to:

receive a first identification request for said identification of said calling party from said switching system, and

transmit a first identification response including said identification of said calling party to said switching system; and

a storage media readable by said processing unit for storing said instructions.

Alg 38. The call center of claim 37 wherein said instructions for directing said processing unit in said call controller further comprise:

instructions for directing said call controller to:

transmit a second identification request for said identification of said calling party to a terminal in said call center responsive to receiving said first identification request from said switching system.

39. The call center of claim 38 said instructions for directing said call controller further comprise:

instructions for directing said processing unit in said call controller to:

receive a second identification response including said identification of said calling party from said terminal.

40. A method for operating a call controller of a call center to provide an identification of a calling party to a called party of outgoing telephone calls in a relay service, comprising the steps of:

receiving a first identification request for said identification of said calling party from said switching system, and

transmitting a first identification response including said identification of said calling party to said switching system.

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41. The method of claim 40 further comprising the step of:

transmitting a second identification request for said identification of said calling party to a terminal in said call center responsive to receiving said first identification request from said switching system.

42. The method of claim 41 further comprising the step of:

receiving a second identification response including said identification of said calling party from said terminal.
